GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:151
ANSWERED ON:28.11.2001
OUTSTANDING ARREARS
A. KRISHNASWAMY;N.N. KRISHNADAS

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the outstanding arrears against telephone subscribers upto March 31, 2001 under MTNL and BSNL all over the country;

(b) the efforts made so far to liquidate the arrears;

(c) the functioning mechanism and implementing methods of the BSNL and MTNL to liquidate the outstanding arrears;

(d) whether any outside agencies have been involved on commission basis to collect the outstanding arrears; and

(e) if so, the details thereof?

Answer

THE MINISTER OF PARLIAMENTARY AFFAIRS, INFORMATION TECHNOLOGY AND COMMUNICATIONS (SHRI PRAMOD MAHAJAN)

(a) to (e): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 151 FOR 28TH NOVEMBER, 2001 REGARDING OUTSTANDING ARREARS.

(a) The outstanding arrears against telephone subscribers up to March 31, 2001 under MTNL and BSNL all over the country are as follows:-

MTNL = Rs. 966 Crores
BSNL = Rs. 2803 Crores

(b) The efforts made to liquidate the arrears are as below:-

(i) Telephonic reminders are issued to the defaulting subscribers to clear their dues, failing which their telephones are disconnected.

(ii) Telephone Revenue Inspectors and field staff are deputed to visit the defaulting subscribers to pursue the clearing of dues, failing which, other telephones of the defaulting subscribers are also disconnected.

(iii) If the above steps do not bring results, recovery suits are filed against the defaulters, wherever feasible.

(c) MTNL/BSNL sets annual targets for liquidation of outstandings for its field units and periodically monitors realisation against the targets fixed. Liquidation Boards in each unit/Circle of MTNL/BSNL have been functioning to liquidate old outstanding dues. Incentives have been offered to staff who take action for clearance of old arrears.

(d) & (e): As per recent guidelines framed by BSNL, Circles have been authorised to utilize the services of the Police, Revenue and other Departments of the State Government, whenever necessary, and allowed to pay a commission of up to 1.5% of the amount recovered.